

Maximum electricity prices for embedded networks and other exempt sellers

Submission received via Engage Victoria on our consultation paper on maximum prices for embedded networks and other exempt sellers

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'Do you have any comments on the commission's consultation paper?'

"As a resident of an apartment complex serviced by WINENERGY for electricity, I support the setting of maximum prices. Setting the maximum at the level of the VDO is one option. However, there are additional issues that need to be considered:

1. as noted in your discussion paper, costs are likely to be lower for exempt sellers selling to customers in an embedded network, such as "splitting network cost between multiple parties, ability to access bulk pricing deals, and no customer acquisition or retention costs", these cost-savings should be passed on to households in embedded networks
2. as a large complex (over 100 apartments), we could potentially have significant bargaining power in brokering a deal with a retailer if we were able to participate in the market and are unfairly disadvantaged by not being able to participate in the market
3. the issue of price cannot be separated from service quality. Customer responsiveness from WINENERGY is poor, for example I have not yet had a response to an email request I sent 7 days ago.
4. the issue of price cannot be separated from the sustainability of energy supply. WINENERGY does not offer any renewable or carbon offset energy. This is problematic because a) we need to move to 100% renewable energy to mitigate against dangerous climate change and b) it makes it difficult for us to negotiate small scale renewable installations at the property if our energy provider has no interest in renewables"